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REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY
REGIONAL STATISTICAL SERVICE OFFICE MIMAROPA

**Client Satisfaction Measurement Report
Fourth Quarter 2024
(1st Edition)**



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**Client Satisfaction Measurement Report
Fourth Quarter 2024**

1 Overview

The Philippine Statistics Authority (PSA) is primarily responsible for the implementation of the objectives and provision of the Republic Act 10625, otherwise known as the Philippine Statistical Act of 2013. The agency delivers efficient civil registration services in accordance with the laws, rules and regulations, and other statutory requirements towards improved quality life of the general public.

In compliance with the Harmonized Customer Satisfaction Measurement (CSM) stipulated by the Anti-Red Tape Authority (ARTA), the PSA has transitioned from the former Customer Satisfaction Survey to the CSM. This transition involved a thorough redesign of the survey questionnaire, aligning it with the required parameters and ensuring the capture of all necessary data points that conform to the ARTA-required standards.

In addition, enhancements on the sampling design and methodology were made to ensure greater generalizability of results, reduce bias and improve representativeness of samples. This effort plays a crucial role in providing insights into key performance indicators (KPIs) where the PSA-CRS Outlets are excelling and those KPIs that need improvement.

The quarterly conduct of the CSM is strategically designed to gather direct client feedback about their satisfaction with the civil registration services that the PSA provides, specifically in the issuance of copies of civil registry documents and certifications. The resulting satisfaction rating is one of the key performance indicators being reported for the Agency Performance Measures and in compliance with ARTA Memorandum Circular (MC) No. 2022-05, series of 2022 and MC 2021-1 issued by the Office of the President, Inter-Agency Task Force dated 03 June 2021.

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The survey seeks to collect the following information:

1. Profile of the respondents by sex, education, work, and residence, among others,
2. Clients' level of satisfaction in terms of responsiveness, reliability, access, facilities, communication, costs, integrity, assurance, and the overall satisfaction and perception of the clients on the government services availed, and
3. Complaints and suggestions to further improve the delivery of services at the outlet as well as commendation to continuously provide quality service to clients.

The insights gained from regular conduct of CSM can be used to drive continuous improvement initiatives within the PSA. By addressing areas of concern and making necessary adjustments based on customer feedback, the PSA can enhance overall customer satisfaction and loyalty, improve products and services, and foster long-term relationships with its stakeholders.

2 Scope

The PSA CSM is conducted quarterly at all PSA-CRS Outlets nationwide that had been operating for at least six (6) months relative to the survey quarter round. In the MIMAROPA Region, the following outlets are covered, namely: PSA-CRS Calapan in Oriental Mindoro, PSA-CRS Odiongan in Romblon, and PSA-CRS Puerto Princesa in Palawan.

The survey used the standard Harmonized CSM questionnaire. It asked clients' demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions (SQD), namely:

1. Responsiveness,
2. Reliability,
3. Access and facilities,
4. Communication,
5. Costs,

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6. Integrity,
7. Assurance, and
8. Outcome.

In addition, the PSA-specific category that pertains to access and facilities from the former Customer Satisfaction Survey were asked as the ninth SQD that covers the following items:

1. Clean surroundings,
2. Clean restrooms,
3. Safe,
4. Comfortable / ventilated,
5. Enough chairs, and
6. Lactating room.

Moreover, the following services offered by the PSA-CRS were covered in this survey, namely:

1. Birth (Copy Issuance),
2. Birth (Authentication),
3. Birth (Viewable Online),
4. Birth (DocPrint),
5. Marriage (Copy Issuance),
6. Marriage (Authentication),
7. Marriage (Viewable Online),
8. Marriage (DocPrint),
9. Death (Copy Issuance),
10. Death (Authentication),
11. Death (Viewable Online),
12. Death (DocPrint),
13. CENOMAR/CEMAR (Certification),
14. CENOMAR/CEMAR (Viewable Online),
15. CENOMAR/CEMAR (DocPrint),
16. CENODEATH/CEDEATH (Certification),

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- 17. CENODEATH/CEDEATH (Viewable Online),
- 18. CENODEATH/CEDEATH (DocPrint), and
- 19. Premium Annotation.

3 Methodology of the Survey

3.1 Sampling Design

The probability sampling method used in the selection of survey samples was systematic random sampling. It involves selecting a sample of individuals from a population based on a predetermined pattern. A random starting point is selected, and individuals are then chosen at regular intervals, such as every k -th individual, until the desired sample size is reached.

Inverse probability weighting (IPW) was the statistical method used to adjust for missing data in the samples. The use of IPW could correct non-response bias that may have resulted from missing data, ensuring that the survey results were representative of the target population of interest. This involved assigning weights to each observation based on the inverse of the probability of being selected into the survey. These weights were then used in the generation of statistical tables to ensure that the results were representative of the population being studied, even in the presence of missing data.

3.2 Number of Respondents

The sample size shall be determined and aligned with the prescribed calculation of the minimum number of respondents based on the annual volume of transactions implementing the sampling interval. CRS Outlets which operated for at least six (6) months are considered in order to determine its stabilized volume of transactions.

In case the volume of clients is below average during the actual survey, it is suggested to use the time interval method as an alternative to the count interval. The following table presents the minimum number of respondents provided by the

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CRS Information Technology Project Phase II (CRS-ITP2) Planning and Management Office to RSSOs and their respective Provincial Statistical Offices (PSOs).

Table 1. Minimum Number of Respondents and Sampling Interval by CRS Outlet: MIMAROPA Region, Fourth Quarter 2024

CRS Outlet and Code	Minimum Number of Respondents	Sampling Interval
126 - Mamburao	150	1
127 - Calapan	150	5
129 - Odiongan	150	2
130 - Puerto Princesa	150	6

Source: Philippine Statistics Authority, CRS-ITP2 Planning and Management Office

3.3 Data Gathering

The PSA shall administer the CSM to clients with completed transactions, whether single or multiple transactions in the CRS Outlets. A transaction is considered complete when the final step of the service availed is accomplished in accordance with the Citizen's Charter of the PSA.

Computer Assisted Personal Interview (CAPI) technique through tablet-based survey was used in the data collection at CRS Mamburao, CRS Puerto Princesa and CRS Odiongan, while Paper Assisted Personal Interview (PAPI) technique was employed at CRS Calapan.

Due to the multiple equally important activities undertaken in December 2024 which results to a few available trained Contract of Service Workers to act as enumerators in this survey round for the entire day at the CRS outlets from the Regional Office, the data collection at CRS Calapan was conducted in staggered basis on 06-12 December 2024. Meanwhile, the interviewing of randomly selected clients at was undertaken at CRS Odiongan on 03-12 December 2024, CRS Puerto Princesa on 09-13 December 2024 and CRS Mamburao on 06-13 December 2024.

3.4 Data Collection Mechanism

Enumerators were briefed on their responsibilities and the expected outputs from this quarterly survey. The data gathering ran from 08:00 a.m. to 5:00 p.m. based on enumerator's available time and ensured the representation of respondents in the

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morning and in the afternoon to account for possible differences in satisfaction based on the time of the day.

Enumerators followed the required procedure in sample selection. They were advised to observe proper decorum during an interview, deliver questions verbatim, and avoid asking leading questions.

Enumerators and the personnel involved in the conduct of CSM treated with strict confidentiality all personal information and sensitive personal information gathered in this survey. Moreover, they adhered to the non-disclosure of the same pursuant to the Republic Act 10173, otherwise known as the Data Privacy Act of 2012.

3.5 Scoring in all SQD Questions

All SQD questions were scored using a 5-point Likert Scale, a type of psychometric response where respondents specify their level of agreement based on a given statement in five points, namely: 1 for strongly disagree, 2 for disagree, 3 for neither agree nor disagree, 4 for agree, and 5 for strongly agree. Moreover, a score of 0 is assigned on the statement where respondents do not respond.

Let n_{rij} be the number of respondents in the i -th CRS Outlet who gave a score of r such that $r = 0, 1, \dots, 5$ in the j -th SQD question where $j \in \{0, 1, \dots, 8, 9A, 9B, \dots, 9F\}$. The satisfaction rating at the j -th SQD question of the i -th CRS Outlet, denoted by SR_{ij} , is calculated as follows:

$$SR_{ij} = \left(\frac{n_{4ij} + n_{5ij}}{n_{ij}} \right) \times 100\%,$$

where n_{4ij} and n_{5ij} represent the number of randomly interviewed clients at the i -th CRS Outlet who agreed and strongly agreed to the statement in the j -th SQD question, and n_{ij} is the total number of randomly interviewed clients at the i -th CRS Outlet who responded to the j -th SQD question.

Moreover, the satisfaction rating in the j -th SQD question for all CRS Outlets within the region, denoted by SR_j , is obtained by the following formula:

$$SR_j = \frac{1}{n_j} \sum_{i \in C} (w_i \times n_{ij} \times SR_{ij}),$$

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or equivalently,

$$SR_j = \left(\frac{1}{n_j} \sum_{i \in C} n_{4ij} + \frac{1}{n_j} \sum_{i \in C} n_{5ij} \right) \times 100\% ,$$

where n_j is the total number of interviewed clients from all CRS Outlets who responded to the j -th SQD question defined by the sum

$$n_j = \sum_{i \in C} n_{ij}$$

and C is the set of all CRS Outlets within the region.

Meanwhile, the simple average of all questions SQD1 to SQD8 was used to get the overall score for the service quality dimensions. Likewise, the simple average of SQD9A to SQD9F was used for the overall score in the PSA-specific service category. The interpretation of overall results is presented in the following table.

Table 2. Interpretation of Results for each SQD Question in the Harmonized CSM

Scale	Percentage	Rating
1	Below 60.0%	Poor
2	60.0% – 79.9%	Fair
3	80.0% – 89.9%	Satisfactory
4	90.0% – 94.9%	Very Satisfactory
5	95.0% – 100.0%	Outstanding

Source: Office of the President – Anti-Red Tape Authority, *MC 2023-05 series of 2023*.

4 Survey Results

This section presents a summary of results of the CSM during the Fourth Quarter of 2024. These include the response rate of the survey, client's demographic details, service availed, awareness on citizen's charter, perceptions on service quality dimensions (SQD0 to SQD8), and other access and facilities of CRS Outlets (SQD9). This survey also presented a summary of responses to client complaints, suggestions, and compliments.

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4.1 Response Rates

In the Fourth Quarter of 2024, the CSM selected 600 clients based on the agency preferred sampling method at all PSA-CRS situated in the MIMAROPA Region that has been operating for at least six months since 01 February 2023. The outlets included in this survey are Mamburao in Occidental Mindoro, Calapan in Oriental Mindoro, Odiongan in Romblon, and Puerto Princesa in Palawan. All randomly selected clients successfully completed the interview, resulting in 100.0 percent response rate.

The team collected data on services offered by PSA. Table 3 below shows all services availed by clients with responses from this quarter's survey. More than seven in every ten or 72.1 percent of all transacting clients served in any outlets in the MIMAROPA Region have requested Birth (Copy Issuance). This was followed by the transacting clients' request of CENOMAR / CEMAR (Certification) at 13.2 percent, and Marriage (Copy Issuance) at 10.6 percent. Meanwhile, Marriage (Authentication) and Death (Authentication) had the lowest reported service availed by transacting clients each with 0.1 percent share.

Table 3. Services Provided by the Philippine Statistics Authority through its CRS Outlets, MIMAROPA Region: Fourth Quarter 2024

Services	Number of Successful Interviews	Number of Samples	Number of Transacting Clients
All Services	600	600	31,448
Birth (Copy Issuance)	431	431	22,670
Birth (Authentication)	24	24	711
Marriage (Copy Issuance)	57	57	3,341
Marriage (Authentication)	1	1	26
Death (Copy Issuance)	7	7	529
Death (Authentication)	1	1	26
CENOMAR/CEMAR (Certification)	79	79	4,145

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

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Meanwhile, 12 services have no responses for this round, namely: a) Birth (Viewable online), b) Birth (DocPrint), c) Marriage (Viewable online), e) Marriage (DocPrint), f) Death (Viewable online), g) Death (DocPrint), h) CENOMAR/CEMAR (Viewable online), i) CENOMAR/CEMAR (DocPrint), j) CENODEATH/CEDEATH (Certification), k) CENODEATH/CEDEATH (Viewable online), l) CENODEATH/CEDEATH (DocPrint), and m) Premium Annotation.

4.2 Demographic Characteristics

Table 4 presents the demographic characteristics of respondents by outlet location. In terms of sex distribution, more than two in every three interviewed clients were females (68.5%) from all outlets in the MIMAROPA Region. The highest proportion was at Odiongan in which females constitutes 76.7 percent of the total respondents served by the said outlet, while the lowest proportion of 56.7 percent were recorded at Calapan.

Regarding the age distribution of respondents, clients whose age is 20 - 24 years old has the highest representation among other age groups with 21.2 percent share to all clients across all outlets in the region. This is consistent only at Puerto Princesa with 27.3 percent of its clients belonging to the said age group. Noteworthy variations were observed from other outlets with 30 - 34 age group having the highest representation at Mamburao (18.0%) and Odiongan (16.7%), while 25 - 29 age group had the highest representation at Calapan (27.3%).

On the other hand, the age group 15 - 19 years old represents the smallest share at 2.3 percent. Said age group of clients had miniscule share at Mamburao (0.7%), Odiongan (1.3%), and Calapan (2.0%).

Meanwhile, senior citizens represent 4.0 percent of the total interviewed clients from all outlets in the region. Among these outlets, the age group 60 years old and over had a share of 10.7 percent at Odiongan, 8.7 percent at Mamburao, and 2.0 percent each at Calapan and Puerto Princesa.

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Table 4. Percent Distribution by Demographic Characteristics and Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Demographic Characteristics	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
Estimate (in thousand)	31.4	3.9	10.5	4.1	12.9
Percent	100.0	12.4	33.4	13.1	41.1
Sex					
Female	68.5	73.3	56.7	76.7	74.0
Male	31.5	26.7	43.3	23.3	26.0
Age					
15 - 19	2.3	0.7	2.0	1.3	3.3
20 - 24	21.2	16.7	19.3	11.3	27.3
25 - 29	19.8	14.0	27.3	12.0	18.0
30 - 34	15.2	18.0	16.0	16.7	13.3
35 - 39	7.7	11.3	6.7	10.0	6.7
40 - 44	8.9	11.3	8.7	12.0	7.3
45 - 49	7.8	8.7	7.3	9.3	7.3
50 - 54	8.5	7.3	6.7	12.0	9.3
55 - 59	4.6	3.3	4.0	4.7	5.3
60 and over	4.0	8.7	2.0	10.7	2.0
Not reported	-	-	-	-	-
Residence					
Within MIMAROPA Region	99.6	100.0	100.0	99.3	99.3
Outside MIMAROPA Region	0.4	-	-	0.7	0.7
Not stated	-	-	-	-	-
Education					
Elementary graduate	9.2	13.3	10.0	6.7	8.0
High School graduate	47.1	38.7	43.3	51.3	51.3
College graduate or higher	42.9	43.3	46.0	41.3	40.7
Not stated	0.9	4.7	0.7	0.7	-
Employment status					
Employed	37.7	35.3	48.0	29.3	32.7
Unemployed	59.9	45.3	52.0	70.7	67.3
Not stated	2.4	19.3	-	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

On residence, almost all or 99.6 percent of all respondents reside within the MIMAROPA Region. This trend is consistent across all outlets. Meanwhile, the remaining 0.7 percent of the total interviewed clients served by these outlets reside at Albay, and Negros Oriental.

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Table 4 also shows the demographic characteristics of respondents' educational attainment. Nearly half of the clients from all outlets in the region or 47.1 percent were high school graduate. Odiongan and Puerto Princesa had the highest proportion of clients who attain this level at 51.3 percent each. On the other hand, the proportion of respondents who are academic degree holder was 42.9 percent, with the highest percentage observed at Calapan (46.0%) while the lowest percentage was seen at Puerto Princesa (40.7%). For those who have only completed elementary education, this group constitutes 9.2 percent of the total interviewed clients, with the highest representation seen at Mamburao (13.3%). Meanwhile, 0.9 percent of respondents did not report their educational attainment, with Mamburao having the proportion of unreported educational attainment at 4.7 percent.

On respondents' employment status, nearly three every five interviewed clients from all outlets in the region or 59.9 percent were unemployed. Among outlets, Odiongan stands out with the highest percentage of unemployed respondents at 70.7 percent. This was followed by Puerto Princesa with 67.3 percent share of unemployed respondents. While 37.7 percent of interviewed clients were employed, the highest proportion of such clients were seen at Calapan (48.0%). Meanwhile, 2.4 percent of respondents did not report their employment status, with Mamburao having the proportion of unreported employment at 19.3 percent.

Table 5. Percent Distribution by Customer Type and Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Customer Type	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents					
<i>Estimate (in thousand)</i>	31.4	3.9	10.5	4.1	12.9
Percentage Share					
Citizen	88.2	86.7	86.0	92.0	89.3
Business	10.9	13.3	11.3	8.0	10.7
Government	0.9	-	2.7	-	-
Not stated	-	-	-	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

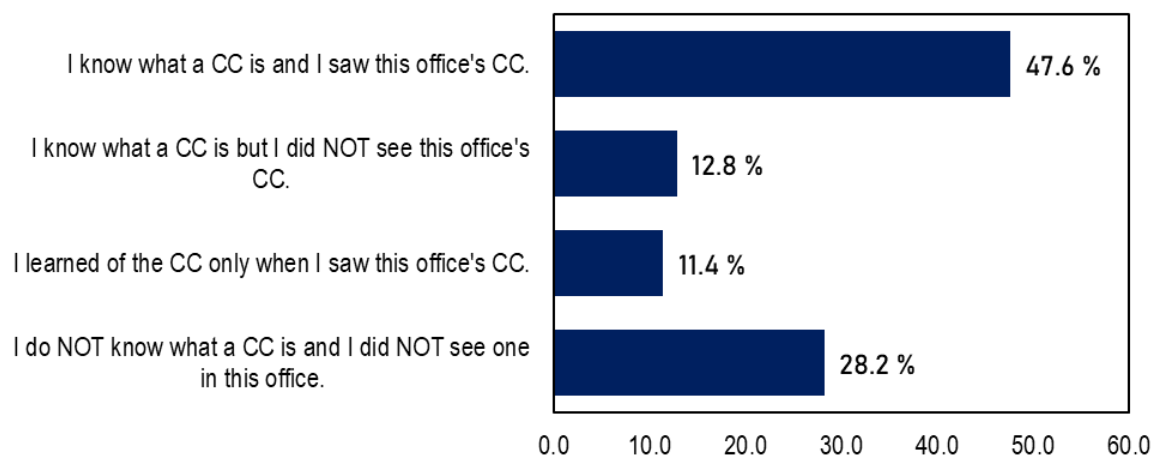
Table 5 presents the distribution of clients according to customer type. Nearly eight out of nine clients or 88.2 percent of were ordinary citizens. Among outlets in the region, Odiongan posted the highest proportion of citizen clients at 92.0 percent, while Calapan reported the lowest proportion of 86.0 percent.

Business clients had a 10.9 percent share to the total interviewed clients. Mamburao stands out with the highest proportion of business clients at 13.3 percent. Meanwhile, government clients had a miniscule share of 0.9 percent of the overall number of interviewed clients. This was contributed by government clients served at Calapan outlet (2.7%).

4.3 Awareness of Citizen's Charter

Figure 1 shows the respondent's awareness of the Citizen's Charter (CC) of the PSA. Results of this survey reveals that about 22.6 thousand out of 31.4 thousand clients across all outlets in the MIMAROPA Region or 71.8 percent were aware of their respective outlet's CC. Of these clients who knew about CC, 47.6 percent saw the outlet's CC, while 12.8 percent did not saw it.

**Figure 1. Respondents' Awareness of Citizen's Charter (CC),
MIMAROPA Region: Fourth Quarter 2024**



Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

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Table 6 presents the respondent's awareness, visibility and the usefulness of CC by outlet location. Puerto Princesa stands out among four outlets in the region with 12.9 thousand clients served in the outlet were aware of CC. Of these, 74.7 percent saw the outlet's CC while the remaining 25.3 percent of clients who were aware of CC did not notice the outlet's CC. Moreover, Calapan had the highest number of clients who learned CC upon seeing it in the outlet. These clients constitute 20.7 percent of the total clients served at the said outlet.

On the other hand, those clients who were not aware of CC and had not seen one in the outlet were most prevalent at Calapan with 5.1 thousand or 48.7 percent of the total clients served at the said outlet. This was followed by said clients who were served at Odiongan with 2.7 thousand (66.0%), and Mamburao with 1.0 thousand (26.7%).

Table 6. Number and Percent Distribution on the Respondents' Awareness of Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Citizen's Charter (CC) Indicators	Total	Number (in thousands, weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC	31.4	3.9	10.5	4.1	12.9
Aware of CC and saw the office's CC	15.0	2.1	2.8	0.4	9.7
Aware of CC but did not see the office's CC	4.0	0.1	0.4	0.3	3.3
Learned about the CC only upon seeing this office's CC	3.6	0.7	2.2	0.7	-
Not aware of the CC and have not seen one in this office	8.9	1.0	5.1	2.7	-
CC2: Visibility of the CC	22.6	2.9	5.4	1.4	12.9
Easy to see	16.3	2.8	4.0	1.0	8.4
Somewhat easy to see	6.0	0.1	1.0	0.4	4.5
Difficult to see	0.4	-	0.4	-	-
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness	22.6	2.9	5.4	1.4	12.9
Helped significantly	15.9	2.8	3.7	1.2	8.2
Helped to some extent	6.0	0.1	1.0	0.2	4.7
Did not help	0.6	-	0.6	-	-

Continued

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 6 - Concluded

Citizen's Charter (CC) Indicators	Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa
CC1: Awareness of a CC					
Aware of CC and saw the office's CC	47.6	54.0	26.7	10.0	74.7
Aware of CC but did not see the office's CC	12.8	1.3	4.0	6.7	25.3
Learned about the CC only upon seeing this office's CC	11.4	18.0	20.7	17.3	-
Not aware of the CC and have not seen one in this office	28.2	26.7	48.7	66.0	-
CC2: Visibility of the CC					
Easy to see	72.0	98.2	74.0	72.5	65.3
Somewhat easy to see	26.4	1.8	19.5	27.5	34.7
Difficult to see	1.6	-	6.5	-	-
Not visible at all	-	-	-	-	-
CC3: Assessment of CC's Usefulness					
Helped significantly	70.6	98.2	68.8	88.2	63.3
Helped to some extent	26.6	1.8	19.5	11.7	36.7
Did not help	2.8	-	11.7	-	-

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Clients who are aware about CC or learned upon seeing it in the outlet were ask to feedback on the visibility of CC. More than seven in every ten interviewed clients or 71.3 percent percent in all CRS Outlets in the region reported that the office's CC was easy to see. The highest percentage of respondents who found it easy to see was at Mamburao (98.2%) while the lowest visibility was recorded at Odiongan (72.5%).

In addition, more than a quarter or 26.4 percent of the total interviewed clients from all outlets in the region mentioned that the visibility of the office's CC is somewhat easy to see. Puerto Princesa recorded the highest proportion of such response from its clients at 34.7 percent, while Odiongan got 27.5 percent. Relatively, Calapan stands out for those clients who found CC difficult to see at 6.5 percent.

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On the assessment of the Citizen's Charter's usefulness, it was significantly observed that the respondents have different level of appreciation on the impact of the CC's provision. More than seven in every ten clients or 70.6 percent who were aware on CC in all outlets in the region responded that the office's CC significantly helped during their transaction. This was most evident at Mamburao with 98.2 percent and was followed by Odiongan at 88.2 percent. For those clients that were helped by CC to some extent, Puerto Princesa tallied 36.7 percent and was followed by Calapan at 19.5 percent. Meanwhile, 11.7 percent of clients at Calapan reported that CC did not help them in their transactions.

These comparisons reveal variations in the visibility of CC and the perceived usefulness across different outlet locations. These variations could be attributed to local factors, such as signage and communication strategies. It is imperative to delve deeper into the causes of these discrepancies and potentially enhance visibility and usefulness of the CC, particularly in outlets with lower ratings.

4.4 Satisfaction Rating by Service Quality Dimensions

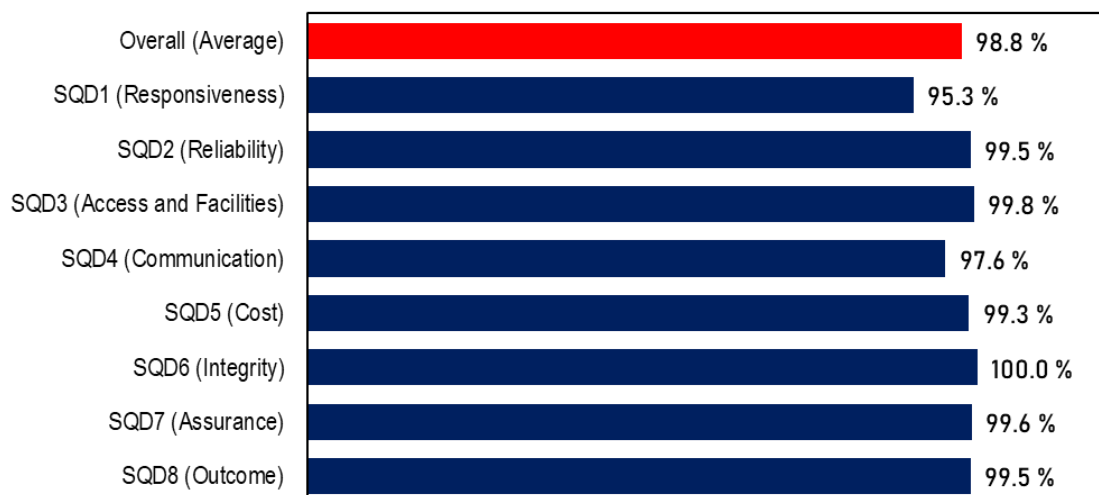
Figure 2 presents the overall satisfaction rating for the three outlets in the Fourth Quarter of 2024. The survey showed an overall rating of 98.8 which translates to Outstanding. This overall satisfaction rating is derived from the average of the eight (8) service quality dimensions' rating.

Examining Table 7 for the client's satisfaction ratings given by service quality dimensions, it was observed that SQD6 (Integrity) had the highest rating of 100.0 percent. The former corresponds to the question "*I feel the office was fair to everyone, or "walang palakasan", during my transaction."* This indicates that employees in all outlets in the MIMAROPA Region assured honesty, justice, fairness and trust when dealing with their clients.

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Figure 2. Overall Satisfaction Rating by Service Quality Dimensions, MIMAROPA Region: Fourth Quarter 2024



Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Other service quality dimensions that exceeds the average rating of 98.8 percent are the following: SQR2 (Reliability) at 99.5 percent, SQR8 (Outcome) at 99.5 percent, and SQR5 (Cost) at 99.3 percent. Meanwhile, SQR1 (Responsiveness) received the lowest rating of 95.3 percent among the service dimensions. This suggests that clients felt the time they invested in completing the transaction was not enough. That is, some clients feel that the time spent did not meet their expectations for efficiency or convenience.

This was closely followed by SQR3 (Access and Facilities) at 99.8 percent, which indicates the convenience of outlet's location with ample amenities for comfortable transactions, use of clear signages, and modes of technology. In addition, SQR7 (Assurance) ranked third at 99.6 percent. This shows that frontline personnel from these outlets across the region were capable to perform their duties, to demonstrate product and service knowledge, to understand the needs of their clients, and to exhibit good work relationships.

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Table 7. Distribution of Clients by Satisfaction Level by Service Quality Dimension, MIMAROPA Region: Fourth Quarter 2024

Service Quality Dimensions	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								98.8
Responsiveness	22.1	7.8	0.7	0.8	-	0.0	31.4	95.3
Reliability	24.0	7.2	0.1	0.0	-	0.0	31.4	99.5
Access and Facilities	23.6	7.7	0.1	-	-	0.0	31.4	99.8
Communication	23.5	7.1	0.3	0.4	-	0.1	31.4	97.6
Costs	23.6	7.6	0.1	0.1	-	0.1	31.4	99.3
Integrity	25.0	6.4	-	-	-	-	31.4	100.0
Assurance	24.7	6.6	0.1	-	-	-	31.4	99.6
Outcome	24.1	7.1	0.1	0.1	-	-	31.4	99.5

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, SD means strongly disagree, while N/A means not applicable or no response. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

4.5 Satisfaction Rating by Agency-specific Questions

Aside from the ARTA-related questions, the PSA included several agency-specific questions derived from its previous Customer Satisfaction Survey. These questions addressed concerns about other access and facilities.

As observed in Figure 3 and Table 8, the average rating for the fourth quarter of 2024 was 99.4 percent. Highest ratings came from clients' responses on SQD9A (Clean surroundings), SQD9C (Safe), and SQD9E (Enough chairs) at 100.0 percent. Clients felt that the outlets across the region are well-maintained and organized. They were satisfied with the seating arrangement such that everyone can occupy a comfortable seat. This contributes to their positive impression, and making them feel comfortable, safe, and valued. Meanwhile, respondents were least impressed on SQD9F (Breastfeeding station) which they gave a mark of 97.7 percent, respectively.

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Figure 3. Satisfaction Rating by PSA-Specific Service Category, MIMAROPA Region: Fourth Quarter 2024



Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Table 8. Distribution of Clients by Satisfaction Level on PSA-Specific Category, MIMAROPA Region: Fourth Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
Overall (Average)								99.4
Clean Surroundings	24.0	7.4	-	-	-	0.1	31.4	100.0
Clean Restrooms	14.8	14.1	0.3	-	-	2.3	31.4	99.1
Safe	24.2	7.2	-	-	-	0.1	31.4	100.0
Comfortable / Ventilated	24.5	6.8	0.1	-	-	0.1	31.4	99.8
Enough Chairs	24.1	7.2	-	-	-	0.1	31.4	100.0
Breastfeeding Station	17.3	7.1	0.6	-	-	6.4	31.4	97.7

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, and SD means strongly disagree, while N/A means not applicable or no response. Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

4.6 Overall Satisfaction Rating by Outlet Location

It is also noteworthy that clients were asked, “*I am satisfied with the service that I availed.*” in question SQD0. This measures the client’s top-of-mind on overall satisfaction level for outlets in the MIMAROPA Region. A top-of-mind response refers to the first thought that comes to a respondent's mind when asked with the specific question. It is the immediate and spontaneous answer that the interviewed client provides without much deliberation or consideration of alternatives. This response is important and valuable because it gives insights into the respondents’ experiences with the services offered by PSA-CRS outlets.

For SQD0 (Overall Satisfaction), clients served by all outlets in the MIMAROPA Region gave a satisfaction rating of 98.3, which means Outstanding. The overall satisfaction rating by outlet location shown in Table 9 revealed that Odiongan posted the highest overall satisfaction rating of 100.0 percent. Puerto Princesa closely followed with an overall satisfaction rating of 99.3 percent. This indicates that clients served by these outlets were highly pleased with the service and experience in securing their civil registry documents.

Table 9. Overall Satisfaction of Clients by Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Outlet Location	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
MIMAROPA Region	24.7	6.2	0.5	0.1	-	-	31.4	98.3
Mamburao	3.5	0.3	0.2	-	-	-	3.9	96.0
Calapan	4.4	5.8	0.2	0.1	-	-	10.5	97.3
Odiongan	4.1	0.0	-	-	-	-	4.1	100.0
Puerto Princesa	12.8	0.1	0.1	-	-	-	12.9	99.3

Note: Dash (-) means zero, while a zero (0) entry means less than 0.05 percent. Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, and SD means strongly disagree, while N/A means not applicable or no response.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

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Meanwhile, the overall satisfaction rating for Mindoro-based outlets was at 97.3 percent for Calapan and 96.0 percent for Mamburao. Said ratings were lower by 1.0 percentage point and 2.43 percentage points, respectively relative to the regional overall satisfaction rating. Further exploration into factors contributing to Odiongan and Puerto Princesa's exceptional performance and addressing concerns in Calapan and Mamburao could enhance the overall quality of services from these outlets in the MIMAROPA Region.

4.7 Satisfaction Rating by Services Provided

For the overall satisfaction rating by services shown in Table 10, seven out of 19 offered services were availed and rated by clients. Birth (Authentication), Marriage (Authentication), Death (Copy Issuance and Authentication) received the highest overall satisfaction rating of 100.0 percent. Meanwhile, Marriage (Copy Issuance) was given the lowest satisfaction rating by clients at 95.8 percent.

Table 10. Overall Satisfaction of Clients by Services, MIMAROPA Region: Fourth Quarter 2024

Service	Satisfaction Level (in thousands, weighted)						Total	Satisfaction Rating (%)
	SA	A	N	D	SD	N/A		
All Services	24.7	6.2	0.5	0.1	-	-	31.4	98.3
Birth (Copy Issuance)	18.2	4.2	0.3	-	-	-	22.7	98.6
Birth (Authentication)	0.6	0.1	-	-	-	-	0.7	100.0
Marriage (Copy Issuance)	2.3	0.9	0.1	0.1	-	-	3.3	95.8
Marriage (Authentication)	0.0	-	-	-	-	-	0.0	100.0
Death (Copy Issuance)	0.5	0.1	-	-	-	-	0.5	100.0
Death (Authentication)	0.0	-	-	-	-	-	0.0	100.0
CENOMAR / CEMAR (Certification)	3.1	1.0	0.1	-	-	-	4.1	98.3

Note: Dash (-) means zero, while a zero (0) entry means less than 0.5 of a unit.
Under satisfaction level, SA means strongly agree, A means agree, N means neither agree nor disagree, D means disagree, and SD means strongly disagree, while N/A means not applicable or no response.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

5 Other Comments and Suggestions to Improve PSA Services

Throughout the data collection process, enumerators were invited to share their comments and suggestions on how PSA could enhance its service delivery. These comments and suggestions were diligently collected based on outlet locations.

CRS Outlet	Issues / Observations
Mamburao	The Citizen's Charter is not visible to clients.
Mamburao	The CRS should provide a microphone for calling client's names.
Mamburao	A dedicated lane for persons with disability should be implemented.
Mamburao	There are no fans in the waiting area outside the CRS.
Calapan	A client specifically expressed concerns about the area outside the CRS particularly for senior citizens and pregnant women who fill out their forms, due to high temperature. He inquired whether any measures could be implemented to address this issue.
Calapan	A portion of the interviewees were confused about the queue number given to them for the releasing of documents. Most of them were baffled when the number shown on the monitor skipped their number, thinking that PSA prioritized the latter people in the queue.
Calapan	Many clients did not know about the Citizen's Charter nor found it useful before initiating any transaction. Most of the interviewees preferred to ask questions to the CRS staff rather than read the Citizen's Charter about the transactions and documents that they are planning to acquire.
Calapan	Some clients have requested the addition of more counters for releasing and payment, as the counter setup causes them to spend a significant amount of time waiting in line.
Calapan	Despite of the guard assistance, some clients have expressed confusion regarding where to sit in line for payment and releasing, as well as about the numbers displayed on the monitor, which are non-sequential.
Calapan	The client was unable to book an online appointment before going to the CRS Outlet. The guard informed her that she could still proceed with her document request without one, provided she presented her National ID. However, she did not have her physical ID with her. The guard then advised her to download the electronic version of the ID and gave her printed instructions. Unfortunately, this caused frustration and confusion, as the client was unsure how to follow the instructions or complete the process.
Calapan	A client has expressed dissatisfaction with the PSA's services, stating that the lengthy transaction process was especially

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CRS Outlet	Issues / Observations
	burdensome for him as a student, impacting his time and scheduled.
Odiongan	Due to the limited space available within the Outlet premises, the Citizen's Charter was posted outside, which unfortunately hindered visibility for clients as they were securing their documents. This placement not only made it difficult for clients to access important information about our services and procedures but also potentially impacted their overall experience, as they could not easily refer to the Charter while waiting or during the transaction process.
Odiongan	All of the clients went directly upstairs without realizing that the CRS Outlet was on the ground floor, as there was no signage at the front of the CRS Outlet to indicate its location.
Puerto Princesa	The client expressed frustration due to the insufficient parking space for four-wheeled vehicles near the outlet. This resulted in difficulty finding parking, causing delays and added inconvenience especially during rainy days.
Puerto Princesa	The client was unaware that a photocopy of his valid ID is also required if the requester is an authorized representative of a document owner only. The client a little bit frustrated because there was no nearby photocopying service at the outlet, causing inconvenience.
Puerto Princesa	The client was unaware of the online appointment system, thereby arrived at the outlet without booking an appointment. The guard informed him that an online appointment is required to request documents, so he went to a nearby computer shop to log an online appointment. However, upon returning to the CRS, he learned that by presenting a National ID will allow him to transact even without an online appointment. This caused frustration and embarrassment as it consumed both his time and money unnecessarily.
All outlets	Information dissemination on the contents and use of the Citizen's Charter is recommended, so it would stay as significant as it was.

Meanwhile, feedback from clients were also collected across all outlets in the MIMAROPA Region. Verbatim feedback were presented in the subsequent lists as follows: all complaints are enumerated in Section 6, suggestions are shown in Section 7, and compliments from the survey are presented in Section 8. These insights aim to assist the respective outlets in improving their services and empowering their staff with meaningful compliments.

6 Complaints Reported by Clients

Addressing complaints reported by clients promptly is crucial for maintaining customer satisfaction, loyalty, and the reputation of the PSA-CRS outlets. The following enumerates the client's experiences from Calapan and Puerto Princesa outlets. Meanwhile, no complaints were reported by clients from this Mamburao and Odiongan outlets.

CRS Calapan Outlet

Date	Time	Complaints	Service Availed
12/06/2024	14:05:40	Parking area.	Birth (Copy Issuance)
12/06/2024	14:49:45	Parking.	Birth (Copy Issuance)
12/09/2024	09:58:16	The guard on duty was not so accommodating.	Birth (Copy Issuance)
12/09/2024	10:10:20	Sobrang tagal ng pag iintay.	Birth (Copy Issuance)
12/09/2024	15:03:37	Mabagal ang time service. Time consuming.	Birth (Copy Issuance)
12/09/2024	15:06:09	Mabagal po.	Birth (Copy Issuance)
12/10/2024	14:47:46	Hindi sunod-sunod ang numbering. Nagkakaroon ng confusion. Hindi alam kung saan window pupunta.	Birth (Copy Issuance)
12/06/2024	14:52:03	Mabagal ang service.	Marriage (Copy Issuance)
12/09/2024	15:08:19	Matagal ang releasing. Para mabilis, buksan ang ibang windows.	Marriage (Copy Issuance)
12/09/2024	14:26:20	Tagal ng service at di nila vina-valid yung National ID sa Provincial ID.	Death (Copy Issuance)

CRS Puerto Princesa Outlet

Date	Time	Complaints	Service Availed
12/09/2024	10:06:20	Masyadong malamig.	Birth (Copy Issuance)
12/10/2024	15:05:31	Freezing.	Marriage (Copy Issuance)

7 Suggestions Given by Clients

By looking into client suggestions on this survey, PSA-CRS outlets can prioritize areas for improvement and tailor their strategies to meet customer needs effectively. The following were distinct suggestions given by the respondents from Mamburao, Calapan, and Puerto Princesa outlets, while none from Odiongan outlet.

CRS Mamburao Outlet

Date	Time	Suggestions	Service Availed
12/09/2024	09:07:11	Free or paid photocopy service.	Birth (Copy Issuance)
12/09/2024	10:55:47	Free or paid photocopy corner inside the outlet.	Birth (Copy Issuance)
12/09/2024	11:10:15	Pwede sanang magphotocopy kahit magbayad kami.	Birth (Copy Issuance)
12/09/2024	13:45:40	Free or paid printing station?	Birth (Copy Issuance)
12/09/2024	14:03:22	Photocopier corner.	Birth (Copy Issuance)
12/09/2024	14:28:14	Electric fan outside the outlet and waiting area.	Birth (Copy Issuance)
12/10/2024	14:05:27	Public Wi-Fi.	Birth (Copy Issuance)
12/12/2024	11:05:56	Improve work efficiency.	Birth (Copy Issuance)
12/06/2024	15:17:45	Need to have more counters to accomodate clients.	Marriage (Copy Issuance)
12/09/2024	10:34:32	Sana may photocopy corner sa loob ng crs lalo na sa mga senior citizen na magaavail ng service.	CENOMAR/CEMAR (Certification)
12/09/2024	13:28:51	Xerox machine ba ay libre or may bayad?	CENOMAR/CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Suggestions	Service Availed
12/09/2024	09:58:16	Proper delivery of words for those who are entertaining people. They should always use po.	Birth (Copy Issuance)
12/10/2024	09:28:49	Dapat mas priority ang taga malalayong lugar. Kasi yung iba naaabutan ng cut-off.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
		Dapat bukod ang lane ng mga malalayo.	
12/09/2024	14:38:05	If ever sana mas mapabilis yung service nila. Hassle masyado.	Marriage (Copy Issuance)
12/10/2024	11:16:56	Dagdagan yung lane for releasing.	CENOMAR/CEMAR (Certification)
12/12/2024	10:19:04	Office expansion.	CENOMAR/CEMAR (Certification)

CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
12/09/2024	08:22:14	To build additional outlet to other municipalities in the Province of Palawan.	Birth (Copy Issuance)
12/09/2024	16:27:07	To provide additional staff especially in the releasing window.	Birth (Copy Issuance)
12/11/2024	08:20:14	Free wi-fi.	Birth (Copy Issuance)
12/11/2024	15:15:04	To provide electronic application form during online appointment and to provide photocopier machine.	Birth (Copy Issuance)
12/11/2024	15:35:05	Allow more than two birth certificate requests especially for teachers to accommodate their students school requirements.	Birth (Copy Issuance)
12/11/2024	16:14:17	Additional window for releasing to minimize queuing.	Birth (Copy Issuance)
12/12/2024	09:44:20	To provide computer station for clients who were unable to make an online appointment.	Birth (Copy Issuance)
12/12/2024	13:22:04	To provide a generator if case of brownout.	Birth (Copy Issuance)
12/13/2024	12:00:23	To provide tissue in the comfort room.	Birth (Copy Issuance)
12/11/2024	16:47:13	Additional windows for releasing to minimize queuing.	Marriage (Copy Issuance)
12/13/2024	09:56:04	To provide generator in case of brownout.	Marriage (Copy Issuance)
12/10/2024	08:44:09	Dagdagan ang pwedeng marequest na certificate ng kada tao sa kada araw para sa malalayong municipality.	Death (Copy Issuance)

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Date	Time	Suggestions	Service Availed
12/09/2024	14:49:23	Free Wi-Fi.	CENOMAR/CEMAR (Certification)
12/09/2024	15:28:11	To provide water dispenser.	CENOMAR/CEMAR (Certification)
12/09/2024	16:07:04	Provide bigger charts / signages particularly on the Citizen Charter.	CENOMAR/CEMAR (Certification)
12/10/2024	15:25:14	Additional windows for releasing.	CENOMAR/CEMAR (Certification)
12/11/2024	10:54:01	To provide electronic application form during online appointment.	CENOMAR/CEMAR (Certification)

8 Compliments Provided by Clients

Compliments provided by customers or clients on this survey can provide valuable insights into what aspects of service offered by the PSA-CRS outlet, its personnel, or its environment are appreciated most. The following were the compliments from clients from all outlets in the region.

CRS Mamburao Outlet

Date	Time	Compliments	Service Availed
12/06/2024	13:26:23	Maayos at mababait ang staff.	Birth (Copy Issuance)
12/06/2024	14:42:33	Maayos.	Birth (Copy Issuance)
12/09/2024	08:53:36	Good staff service.	Birth (Copy Issuance)
12/09/2024	09:07:11	Good customer service.	Birth (Copy Issuance)
12/09/2024	09:13:09	Malinis ang opisina.	Birth (Copy Issuance)
12/09/2024	09:20:42	Good service.	Birth (Copy Issuance)
12/09/2024	11:28:26	Good service.	Birth (Copy Issuance)
12/09/2024	11:43:08	Good service.	Birth (Copy Issuance)
12/10/2024	10:46:07	Very good service.	Birth (Copy Issuance)
12/10/2024	13:27:36	Maganda ang office.	Birth (Copy Issuance)

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Date	Time	Compliments	Service Availed
12/11/2024	14:06:24	Malinis maganda at maayos.	Birth (Copy Issuance)
12/12/2024	10:55:28	Maganda ang office.	Birth (Copy Issuance)
12/13/2024	14:23:30	Fast transaction.	Birth (Authentication)
12/06/2024	13:16:01	Very good.	Marriage (Copy Issuance)
12/06/2024	15:17:45	Malamig ang facility.	Marriage (Copy Issuance)
12/09/2024	09:56:23	Satisfied with the service.	Marriage (Copy Issuance)
12/13/2024	15:07:59	Good service.	Marriage (Copy Issuance)
12/09/2024	09:46:37	Mabilis ang service.	CENOMAR/CEMAR (Certification)
12/09/2024	10:34:32	Good service.	CENOMAR/CEMAR (Certification)
12/09/2024	10:40:23	Good service.	CENOMAR/CEMAR (Certification)
12/09/2024	13:28:51	Maganda ang serbisyo.	CENOMAR/CEMAR (Certification)
12/13/2024	14:16:13	Easy transaction.	CENOMAR/CEMAR (Certification)

CRS Calapan Outlet

Date	Time	Compliments	Service Availed
12/10/2024	09:19:33	Very accommodating ang staff sa Senior Citizen. Excellent services. Walang palakasan.	Birth (Copy Issuance)
12/10/2024	09:24:04	Mas mabilis kaysa dati.	Birth (Copy Issuance)

CRS Odiongan Outlet

Date	Time	Compliments	Service Availed
12/04/2024	08:32:41	Fast transaction.	Birth (Copy Issuance)
12/05/2024	10:02:07	Fast transaction.	Birth (Copy Issuance)
12/05/2024	10:04:31	Fast transaction.	Birth (Copy Issuance)
12/09/2024	12:57:32	Good job everyone.	CENOMAR/CEMAR (Certification)

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CRS Puerto Princesa Outlet

Date	Time	Suggestions	Service Availed
12/09/2024	08:33:32	Very accommodating.	Birth (Copy Issuance)
12/09/2024	08:50:10	Good customer service.	Birth (Copy Issuance)
12/09/2024	09:07:04	Good customer service.	Birth (Copy Issuance)
12/09/2024	09:20:15	Good customer service. The guards are very accommodating.	Birth (Copy Issuance)
12/09/2024	09:36:23	Good customer service.	Birth (Copy Issuance)
12/09/2024	09:53:10	Good customer service.	Birth (Copy Issuance)
12/09/2024	10:37:14	Good customer service.	Birth (Copy Issuance)
12/09/2024	10:56:18	Good customer service.	Birth (Copy Issuance)
12/09/2024	11:13:08	Good customer service.	Birth (Copy Issuance)
12/09/2024	11:34:14	Good customer service.	Birth (Copy Issuance)
12/09/2024	11:51:06	Very accommodating.	Birth (Copy Issuance)
12/09/2024	13:15:04	The staff are well-oriented to their assigned task especially the guard.	Birth (Copy Issuance)
12/09/2024	13:32:10	Good customer service.	Birth (Copy Issuance)
12/09/2024	13:46:07	Good customer service.	Birth (Copy Issuance)
12/09/2024	14:00:07	Very accommodating, especially the guard.	Birth (Copy Issuance)
12/09/2024	14:13:25	Fast transaction.	Birth (Copy Issuance)
12/09/2024	15:10:18	Fast transaction.	Birth (Copy Issuance)
12/09/2024	15:49:09	Very accommodating, especially the guard. Fast transaction.	Birth (Copy Issuance)
12/09/2024	16:44:06	Well-organized.	Birth (Copy Issuance)
12/10/2024	09:13:04	Fast transaction.	Birth (Copy Issuance)
12/10/2024	09:30:04	Fast transaction.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
12/10/2024	10:51:13	Fast transaction.	Birth (Copy Issuance)
12/10/2024	11:22:27	Well-organized	Birth (Copy Issuance)
12/10/2024	11:38:05	Everyone's very accommodating.	Birth (Copy Issuance)
12/10/2024	11:55:09	Fast transaction.	Birth (Copy Issuance)
12/10/2024	12:54:00	Well-organized	Birth (Copy Issuance)
12/10/2024	13:55:12	Well-organized.	Birth (Copy Issuance)
12/10/2024	14:10:06	Fast transaction.	Birth (Copy Issuance)
12/10/2024	15:49:23	Very accommodating.	Birth (Copy Issuance)
12/10/2024	16:08:08	Fast transaction.	Birth (Copy Issuance)
12/10/2024	16:21:06	Fast transaction.	Birth (Copy Issuance)
12/10/2024	16:50:05	Fast transaction	Birth (Copy Issuance)
12/10/2024	17:05:10	Very accommodating.	Birth (Copy Issuance)
12/10/2024	17:10:06	Fast transaction.	Birth (Copy Issuance)
12/11/2024	07:55:15	Smooth transaction.	Birth (Copy Issuance)
12/11/2024	08:20:14	Very approachable staff. Fast transaction.	Birth (Copy Issuance)
12/11/2024	09:04:31	Fast transaction and very accommodating.	Birth (Copy Issuance)
12/11/2024	09:25:04	Smooth transaction.	Birth (Copy Issuance)
12/11/2024	09:40:04	Smooth transaction. Very accommodating.	Birth (Copy Issuance)
12/11/2024	10:00:23	The staff are very accommodating.	Birth (Copy Issuance)
12/11/2024	10:20:27	Well-organized.	Birth (Copy Issuance)
12/11/2024	10:38:22	Fast transaction.	Birth (Copy Issuance)
12/11/2024	12:55:41	Fast transaction.	Birth (Copy Issuance)
12/11/2024	13:49:36	Fast transaction. Mababait ang mga empleyado.	Birth (Copy Issuance)
12/11/2024	14:05:47	Fast transaction.	Birth (Copy Issuance)

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Date	Time	Suggestions	Service Availed
12/11/2024	14:59:29	Everything is good. Well-organized.	Birth (Copy Issuance)
12/11/2024	15:35:05	Smooth transaction.	Birth (Copy Issuance)
12/11/2024	16:14:17	Well-organized.	Birth (Copy Issuance)
12/11/2024	16:33:04	Fast transaction.	Birth (Copy Issuance)
12/11/2024	16:56:04	Fast transaction.	Birth (Copy Issuance)
12/12/2024	08:02:18	Fast transaction.	Birth (Copy Issuance)
12/12/2024	08:34:07	Fast transaction.	Birth (Copy Issuance)
12/12/2024	08:59:13	Fast transaction.	Birth (Copy Issuance)
12/12/2024	09:15:14	Good customer service. Fast transaction.	Birth (Copy Issuance)
12/12/2024	09:44:20	Fast transaction.	Birth (Copy Issuance)
12/12/2024	11:09:38	Very accommodating.	Birth (Copy Issuance)
12/12/2024	11:50:09	Very accommodating.	Birth (Copy Issuance)
12/12/2024	13:55:25	Fast transaction.	Birth (Copy Issuance)
12/12/2024	14:55:07	Fast transaction.	Birth (Copy Issuance)
12/12/2024	16:07:04	Mababait ang mga staff. Mabilis ang transaction.	Birth (Copy Issuance)
12/12/2024	16:24:44	Mabilis ang transaction.	Birth (Copy Issuance)
12/12/2024	16:57:04	Well-organized.	Birth (Copy Issuance)
12/13/2024	08:04:25	Good customer service.	Birth (Copy Issuance)
12/13/2024	08:22:40	Mababait ang mga staff. Mabilis ang transaction.	Birth (Copy Issuance)
12/13/2024	08:36:16	Well-organized.	Birth (Copy Issuance)
12/13/2024	08:50:07	Well-organized.	Birth (Copy Issuance)
12/13/2024	09:06:16	Fast transaction and very accommodating.	Birth (Copy Issuance)
12/13/2024	09:20:04	The staff are approachable especially the guards.	Birth (Copy Issuance)
12/13/2024	09:40:18	Well-organized.	Birth (Copy Issuance)
12/13/2024	10:15:04	Good customer service.	Birth

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Date	Time	Suggestions	Service Availed
			(Copy Issuance)
12/13/2024	10:40:19	Smooth transaction. Very accommodating especially in the screening area.	Birth (Copy Issuance)
12/13/2024	10:57:09	Smooth transaction and very accommodating.	Birth (Copy Issuance)
12/13/2024	11:11:05	Smooth transaction. Good customer service.	Birth (Copy Issuance)
12/13/2024	11:43:04	Good customer service.	Birth (Copy Issuance)
12/13/2024	12:00:23	Good customer service.	Birth (Copy Issuance)
12/13/2024	13:01:09	Good customer service.	Birth (Copy Issuance)
12/13/2024	13:43:04	Smooth transaction.	Birth (Copy Issuance)
12/13/2024	14:19:06	Good customer service.	Birth (Copy Issuance)
12/13/2024	14:34:04	Good customer service.	Birth (Copy Issuance)
12/13/2024	15:07:16	Fast transactions.	Birth (Copy Issuance)
12/13/2024	15:23:16	Fast transaction. Very accommodating.	Birth (Copy Issuance)
12/13/2024	15:40:03	Very accommodating.	Birth (Copy Issuance)
12/13/2024	15:53:05	Very accommodating.	Birth (Copy Issuance)
12/13/2024	16:10:05	Good customer service.	Birth (Copy Issuance)
12/13/2024	16:24:07	Very accommodating, especially the guards.	Birth (Copy Issuance)
12/13/2024	16:41:04	Good customer service.	Birth (Copy Issuance)
12/13/2024	16:59:01	Good customer service. Fast transaction.	Birth (Copy Issuance)
12/09/2024	16:58:24	Fast transaction and well-organized.	Marriage (Copy Issuance)
12/10/2024	08:14:11	Fast transaction.	Marriage (Copy Issuance)
12/10/2024	10:00:15	Mababait at maasikaso ang mga empleyado.	Marriage (Copy Issuance)
12/10/2024	10:37:16	Fast transaction.	Marriage (Copy Issuance)
12/10/2024	13:37:11	Approachable staff	Marriage (Copy Issuance)
12/10/2024	15:05:31	Fast transaction.	Marriage (Copy Issuance)

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Date	Time	Suggestions	Service Availed
12/11/2024	08:01:40	Fast transaction.	Marriage (Copy Issuance)
12/11/2024	14:24:32	Fast transaction.	Marriage (Copy Issuance)
12/11/2024	17:06:13	Smooth transaction.	Marriage (Copy Issuance)
12/12/2024	10:03:04	Fast transaction.	Marriage (Copy Issuance)
12/12/2024	10:51:17	The staff are very approachable.	Marriage (Copy Issuance)
12/12/2024	14:12:04	Fast transaction.	Marriage (Copy Issuance)
12/12/2024	14:40:06	Very approachable.	Marriage (Copy Issuance)
12/13/2024	13:51:54	Good customer service.	Marriage (Copy Issuance)
12/09/2024	12:55:07	Good customer service.	Death (Copy Issuance)
12/10/2024	08:44:09	Very accommodating.	Death (Copy Issuance)
12/10/2024	11:06:10	Fast transaction.	Death (Copy Issuance)
12/12/2024	13:42:16	Smooth transaction.	Death (Copy Issuance)
12/12/2024	16:44:18	Fast transaction.	Death (Copy Issuance)
12/09/2024	14:34:16	Good customer service.	CENOMAR/CEMAR (Certification)
12/09/2024	15:28:11	Well-organized.	CENOMAR/CEMAR (Certification)
12/10/2024	08:28:04	Fast transaction.	CENOMAR/CEMAR (Certification)
12/10/2024	13:15:20	Very accommodating and approachable.	CENOMAR/CEMAR (Certification)
12/10/2024	14:47:05	Approachable staff especially the guard.	CENOMAR/CEMAR (Certification)
12/10/2024	16:41:23	Well-organized.	CENOMAR/CEMAR (Certification)
12/11/2024	13:31:19	Fast transaction.	CENOMAR/CEMAR (Certification)
12/11/2024	15:59:04	Very accommodating.	CENOMAR/CEMAR (Certification)
12/12/2024	08:17:58	Smooth transaction.	CENOMAR/CEMAR (Certification)
12/12/2024	10:20:08	Fast transaction.	CENOMAR/CEMAR (Certification)
12/12/2024	13:03:03	Very accommodating.	CENOMAR/CEMAR (Certification)

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Date	Time	Suggestions	Service Availed
12/12/2024	14:28:04	The staff are very approachable.	CENOMAR/CEMAR (Certification)
12/12/2024	15:53:04	Well-organized.	CENOMAR/CEMAR (Certification)
12/13/2024	13:27:36	Good customer service.	CENOMAR/CEMAR (Certification)

9 Results of the PSA's Action Plan Reported in FY 2023

Area	Specific Improvement	Issues / Concerns Addressed	Activity
Facilities	Maintain and monitor the KPI of the Outlet	Clean restrooms for the transacting public	Regular submission of KPI Monthly Report **
Facilities	Improved accessibility of the public to CRS Outlet; Decongested Outlets	Additional branch of CRS Outlet	Sent suggestion to PSA Management and Unisys. <i>(Applicable only to a province with a highly urbanized city.) *</i>
Facilities	Sent suggestion to PSA Management and Unisys	Provision of Wi-Fi for the transacting public	Coordination to be done between PSA and DICT Head Offices as the latter provides Wi-Fi to all government offices. ^
Facilities	Added removable / monobloc chairs	Outlet is congested. Need to increase seating capacity especially for those clients who are still waiting outside	The security guards and Associates were instructed to closely monitor the flow of clients against their appointment schedules during the peak season. *
Facilities	Closed monitoring of the client's queuing numbers in the payment lane by the Security Guard	Proper use of customer numbers	The issue has been raised with the concessionaire. *
Customer Service	Improved proper demeanor of the Associates and Outlet Supervisor	Long duration in the release of documents; Staff should smile and not frown while	Quarterly team building implemented by Unisys activity for its Associates to refresh on the proper

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Area	Specific Improvement	Issues / Concerns Addressed	Activity
	towards their clients.	dealing with their clients	demeanor of the Associates towards the clients. Outlet conducted a Year-end Assessment and reminded staff to smile more. *
Customer Service	Informed clients that Senior Citizen and other forms of discount were not applicable in all government transactions.	Clients 60 years old and over were requesting for a Senior Citizen discount	Senior Citizen clients and those persons with disabilities were reminded / informed that such discounts are not applicable in all government transactions. *
Customer Service	Consideration was given to those clients with urgent requests.	Consideration should be given for cases of requests that deem urgent or emergency	Reminded marshalls stationed at the Information to issue priority number for those tagged as urgent requests. *
Manpower	CRS Utility Workers also act as Crowd Marshall during the peak operation hours.	Assistance to the clients inside the CRS Outlet	CRS Utility Workers has specific time schedule to act as Crowd Marshall. *
Flow of Transaction	Clients were guided on the flow of transactions on services offered in the Outlet.	Need a more organized process	Security Guards always guide clients where to seat as soon as they walk in. *
Flow of Transaction	Faster release of requested CENOMAR to the clients	Slow processing time on requested CENOMAR	New system up for review of the concessionaire. *
Information, Education, and Communication	Posting of information displays and materials and emphasizing the authorization letter format included in the appointment slip	Step by Step guide for CRS Online Appointment System	IECs and materials on the step-by-step guide for CRS Online Appointment System were displayed on a conspicuous place in and outside the Outlet. *
Citizens' Charter	Public awareness on the step-by-step	Awareness on PSA Citizens' Charter	Information materials to be distributed to every client *

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Area	Specific Improvement	Issues / Concerns Addressed	Activity
	processes of each transaction		
Seating Capacity	Additional seating capacity	Lack of seats at the holding area outside the CRS Outlet	Use safety tape to help avoid tripping on the chairs' protruding leg *
Releasing	Timely release of CENOMAR	Delayed release of CENOMAR	Discussion with the system owner to hasten the processing of CENOMAR *
Appointment slots	Increase accommodation of clients who has no or missed appointment clients starting 3:00 p.m.	Not being able to transact on the time of appointment	Reduce appointment slots / considerations on no/missed appointment clients will be accommodated starting 3:00 p.m. *
Step-by-step processes	Public awareness on the step-by-step processes of each transaction	Not aware on the step-by-step processes	To display tarpaulin with details on the step-by-step process at the entrance of the waiting area *
Information, Education, and Communication	Public awareness on the step-by-step processes of each transaction	Step by Step guide inside CRS Outlet	Distribution of IEC materials to the general public *
Information, Education, and Communication	Awareness, and visibility of the Citizen Charter of CRS	Added awareness of public in CRS Outlet's Citizen Charter	Posting of an updated Citizen Charter in booklet format *
Manpower	Faster transaction and assistance to public	Faster transaction and assistance to public	Hiring of an additional manpower for the CRS Outlet **

Notes: Activity indicated by an asterisk (*) means done as of 15 December 2024, while on-going activities are marked by a double asterisk (**) relative to this reference date. Meanwhile, an activity marked by a caret (^) means not yet done as of 15 December 2024.

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10 Continuous Agency Improvement Plan for FY 2024

Area	Specific Improvement	Issues / Concern Addressed	Account-ability	Time frame
Facilities at Mamburao Outlet	Installation of a photocopier machine for the clients	Increased demand from clients to photocopy their documentary requirements without going outside the outlet	Unisys and Outlet Manager's approval	Immediate
Facilities at Mamburao Outlet	Provision of an electric fan for an improved comfort of those clients who were at the waiting area during peak hours of the Outlet's operation	Many clients were uncomfortable at the waiting area due to warm temperature and high humidity during peak hours	Outlet Supervisor and Technician	Immediate
Facilities at Calapan Outlet	Request building owner to allow the use a part of the land on the other side of the street	Parking area for client's vehicle	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Facilities at Puerto Princesa Outlet	Adjusted the thermostat to a more comfortable level. Aim for a temperature between 20°C to 22°C for most people.	Freezing inside the outlet	Outlet Supervisor with the approval of Outlet Manager	Immediate
Facilities at Puerto Princesa Outlet	Currently, the outlet has no free Wi-Fi access for the public use. This will be referred to the concerned unit for approval. Upon approval, the outlet will offer guest access, limited-time access, or	Free Wi-Fi	Outlet Supervisor, Outlet Manager and Unisys Management	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
	client registration options.			
Facilities at Puerto Princesa Outlet	Implementing a backup power supply for the CRS outlet is a critical step in ensuring uninterrupted service and maintaining operational efficiency during power outages.	To provide a generator in case of brownout	Outlet Supervisor, Outlet Manager and Unisys Management	Immediate
Facilities at Puerto Princesa Outlet	CRS Palawan will request Unisys to initiate a clear communication with BMS Housekeeping agency in providing toiletries	Need for tissue provision in CRS public restrooms	Outlet Manager, Unisys and BMS House-keeping	Immediate
Facilities at Puerto Princesa Outlet	PSA Palawan will refer to concerned unit and explore options for providing a water dispenser for the public at the CRS outlet.	To provide water dispenser	Outlet Supervisor with the approval of Outlet Manager	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Facilities at Puerto Princesa Outlet	CRS staff should be trained to assist clients with this process. E-application forms are available in the CRS appointment system. This ensure clients understand these forms are downloadable and printable after completing the on-line appointment.	To provide electronic application form during online appointment	Outlet Supervisor with the approval of Outlet Manager	Immediate
Facilities at Puerto Princesa Outlet	To inform clients of the printer usage restrictions since the outlet's dedicated photocopier is unavailable.	To provide a photocopier machine	Outlet Supervisor with the approval of Outlet Manager	Immediate
Counter to accommodate clients at Mamburao Outlet	Increased assistance to clients in accomplishing forms and in verifying documentary requirements	Need an additional Associate / staff and a working station to accommodate clients	UNISYS approval	Immediate
Appointment slots at Calapan Outlet	Maintained slots for 250 clients per day	Congestion in the outlet	OS with the approval of Outlet Manager	Immediate
Appointment slots at Puerto Princesa Outlet	Implementing a backup power supply for the CRS outlet is a critical step in ensuring uninterrupted service and maintaining operational efficiency during power outages.	To provide computer station for clients who were unable to make an online appointment	Outlet Supervisor with the approval of Outlet Manager	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Citizen's Charter at Calapan and Puerto Princesa Outlet	Installation of audio-visual equipment for the clients to watch the Citizen's Charter while waiting for their turn to be served in the outlet	Low level of awareness on Citizen's charter	OS with approval of the Outlet Manager	Immediate
IEC Dissemination at Calapan Outlet	Posted QR code to access Citizens' Charter	Low level of awareness on Citizen's charter	OS with the approval of Outlet Manager	Immediate
IEC Dissemination at Puerto Princesa Outlet	Inform clients, especially teachers, about the existing policy ("Ease of Doing Business" and "Anti-Fixer Campaign") and encourage them to request from SM, LGU-BREQs partners ahead of time. Consideration was also given to those clients with urgent requests.	To allow more than two Birth Certificate requests, especially for teachers in accommodating their students' school requirements.	OS with the approval of Outlet Manager	Immediate
Copy issuance of Civil Registry Documents	Newly hired Unisys Associates as replacement for resigned personnel and hiring of extra personnel	Queue numbers were not sequential that causes confusion among clients; clients do not know which Window to proceed upon calling his/her number.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Accountability	Time frame
Copy issuance of Civil Registry Documents	Hiring of additional personnel to complement the existing pool of Associates	Slow service time, long waiting time, needs to open additional windows to accommodate faster release of requested documents.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Releasing at Calapan Outlet	Faster releasing of CENOMAR	Delayed release of CENOMAR	Unisys Management	Immediate
Releasing of requested documents from Puerto Princesa	Hiring of additional personnel / CRS Associates	To provide additional staff especially in the releasing window; Additional window for releasing to minimize queuing.	Outlet Supervisor with the approval of Outlet Manager	Immediate
Outlet operation in Oriental Mindoro	The outlet is one of the few outlets in the country which opens at 7:00 a.m. in consideration of those from far flung municipalities. Hence the appointment slots also starts at 7:00 a.m. but transaction is based on the time of appointment.	To prioritize or provide separate lane for clients who came from far flung areas. This will ensure that they were not accommodated due to not reaching the cut-off time.	Outlet Supervisor, Outlet Manager, and Unisys Management	Immediate
Outlet operation in Palawan	While the expansion of the outlets in Palawan is currently not possible, PSA Palawan will actively work to improve the services offered by BREQS partners, SM, LGU-BREQs of 21 municipalities	To build an additional outlet to other municipalities in the Province of Palawan	Outlet Supervisor with the approval of Outlet Manager	Immediate

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Area	Specific Improvement	Issues / Concern Addressed	Account-ability	Time frame
	and one city, paving the way for improved service delivery.			

Prepared and consolidated by:

Reviewed and endorsed by:


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LEMY R. RIOFLORIDO
 Regional Director
 RSSO MIMAROPA

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11 Appendix

11.1 Survey Questionnaire

Control No: _____

REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

BAGONG PILIPINAS

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
Expires on 31 July 2023

CITIZEN/CLIENT SATISFACTION SURVEY

Annex "D"

This **Client Satisfaction Measurement (CSM)** tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Date: / / Time Start: : :

Residence: / / Outlet Code: Outlet Description: _____ Service Availed: _____

Client Type: ☐ General Public ☐ Government Employees ☐ Businesses/Organization

Respondent's Information: *Encircle the number that corresponds to your answer.*

Name (optional): _____

Sex: 1 Female 2 Male

Age as of last birthday: _____

Highest Educational Attainment: 1 Elementary 2 Secondary 3 College or Postgraduate

Work/Occupation: 1 Yes, please specify _____ 2 None

Usual Residence: _____ / _____
City/Municipality Province

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

☐ 1. I know what a CC is and I saw this office's CC.

☐ 2. I know what a CC is but I did NOT see this office's CC.

☐ 3. I learned of the CC only when I saw this office's CC.

☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

☐ 1. Easy to see ☐ 4. Not visible at all

☐ 2. Somewhat easy to see ☐ 5. N/A

☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

☐ 1. Helped very much ☐ 3. Did not help

☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:
For SQD 0-9, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree (1)	 Disagree (2)	 Neither Agree nor Disagree (3)	 Agree (4)	 Strongly Agree (5)	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
SQD9. Other Access & Facilities						
a. clean surroundings						
b. clean restrooms						
c. safe						
d. comfortable/ventilated						
e. enough chairs						
f. lactating room						

Other comments or suggestions to improve the services of PSA:

☐ Complaint

☐ Suggestion

☐ Compliment

Email address (optional): _____

THANK YOU!

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.2 Consolidated CSM Results of the MIMAROPA Region

Table 11. Number and Percent Distribution by Demographic Characteristics and Outlet Location,
MIMAROPA Region: Fourth Quarter 2024

Demographic Characteristics	Total	Number (in thousands, weighted)				Total	Percent (weighted)			
		Mamburao	Calapan	Odiongan	Puerto Princesa		Mamburao	Calapan	Odiongan	Puerto Princesa
Total Respondents										
Estimate (in thousand)	31.4	3.9	10.5	4.1	12.9					
Percent	100.0	12.4	33.4	13.1	41.1					
Sex										
Female	21.5	2.9	5.9	3.2	9.6	68.5	73.3	56.7	76.7	74.0
Male	9.9	1.0	4.5	1.0	3.4	31.5	26.7	43.3	23.3	26.0
Age										
15-19	0.7	0.0	0.2	0.1	0.4	2.3	0.7	2.0	1.3	3.3
20-24	6.7	0.6	2.0	0.5	3.5	21.2	16.7	19.3	11.3	27.3
25-29	6.2	0.5	2.9	0.5	2.3	19.8	14.0	27.3	12.0	18.0
30-34	4.8	0.7	1.7	0.7	1.7	15.2	18.0	16.0	16.7	13.3
35-39	2.4	0.4	0.7	0.4	0.9	7.7	11.3	6.7	10.0	6.7
40-44	2.8	0.4	0.9	0.5	0.9	8.9	11.3	8.7	12.0	7.3
45-49	2.4	0.3	0.8	0.4	0.9	7.8	8.7	7.3	9.3	7.3
50-54	2.7	0.3	0.7	0.5	1.2	8.5	7.3	6.7	12.0	9.3
55-59	1.4	0.1	0.4	0.2	0.7	4.6	3.3	4.0	4.7	5.3
60 and over	1.2	0.3	0.2	0.4	0.3	4.0	8.7	2.0	10.7	2.0
Residence										
Residing in the MIMAROPA Region	31.3	3.9	10.5	4.1	12.8	99.6	100.0	100.0	99.3	99.3
Residing outside the MIMAROPA Region	0.1	-	-	0.0	0.1	0.4	-	-	0.7	0.7
Not stated	-	-	-	-	-	-	-	-	-	-
Education										
Elementary graduate	2.9	0.5	1.0	0.3	1.0	9.2	13.3	10.0	6.7	8.0
Highschool graduate	14.8	1.5	4.5	2.1	6.6	47.1	38.7	43.3	51.3	51.3
College graduate or higher	13.5	1.7	4.8	1.7	5.3	42.9	43.3	46.0	41.3	40.7
Not stated	0.3	0.2	0.1	0.0	-	0.9	4.7	0.7	0.7	-
Employment status										
Employed	11.8	1.4	5.0	1.2	4.2	37.7	35.3	48.0	29.3	32.7
Unemployed	18.8	1.8	5.5	2.9	8.7	59.9	45.3	52.0	70.7	67.3
Not stated	0.8	0.8	-	-	-	2.4	19.3	-	-	-
Customer type										
Citizen	27.7	3.4	9.0	3.8	11.6	88.2	86.7	86.0	92.0	89.3
Business	3.4	0.5	1.2	0.3	1.4	10.9	13.3	11.3	8.0	10.7
Government	0.3	-	0.3	-	-	0.9	-	2.7	-	-
Not stated	-	-	-	-	-	-	-	-	-	-

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 12. Overall Satisfaction by Demographic Characteristics, MIMAROPA Region: Fourth Quarter 2024

Demographic Characteristics	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	24.7	6.2	0.5	0.1	-	-	31.4	98.3
Sex								
Female	17.3	3.7	0.4	0.1	-	-	21.5	97.8
Male	7.4	2.5	0.1	-	-	-	9.9	99.5
Age								
15-19	0.6	0.1	-	-	-	-	0.7	100.0
20-24	5.3	1.3	0.1	-	-	-	6.7	99.0
25-29	4.6	1.5	0.1	-	-	-	6.2	98.0
30-34	3.8	1.0	-	0.1	-	-	4.8	98.5
35-39	1.8	0.6	-	-	-	-	2.4	100.0
40-44	2.1	0.6	0.0	-	-	-	2.8	99.1
45-49	2.0	0.4	0.0	-	-	-	2.4	98.9
50-54	2.3	0.3	0.1	-	-	-	2.7	97.4
55-59	1.0	0.3	0.1	-	-	-	1.4	92.2
60 and over	1.2	0.1	0.0	-	-	-	1.2	97.9
Residence								
Residing in the MIMAROPA Region	24.6	6.2	0.5	0.1	-	-	31.3	98.3
Residing outside the MIMAROPA Region	0.1	-	-	-	-	-	0.1	100.0
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	2.1	0.7	0.1	-	-	-	2.9	98.2
Highschool graduate	11.6	3.1	0.1	-	-	-	14.8	99.2
College graduate or higher	10.8	2.3	0.3	0.1	-	-	13.5	97.4
Not stated	0.2	0.1	-	-	-	-	0.3	100.0
Employment status								
Employed	8.8	2.9	0.2	-	-	-	11.8	98.6
Unemployed	15.3	3.3	0.2	0.1	-	-	18.8	98.7
Not stated	0.6	0.1	0.1	-	-	-	0.8	86.2
Customer type								
General public	21.7	5.5	0.4	0.1	-	-	27.7	98.4
Government employees	3.0	0.4	0.1	-	-	-	3.4	98.0
Business / organization	-	0.3	-	-	-	-	0.3	100.0

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, Fourth Quarter 2024 Client Satisfaction Measurement

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 13. Percentage Distribution on Respondents' Awareness of the Citizen's Charter (CC) by Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Citizen's Charter Indicators	Total	Number (in thousands, weighted)				Total	Percent (weighted)			
		Mamburao	Calapan	Odiangan	Puerto Princesa		Mamburao	Calapan	Odiangan	Puerto Princesa
CC1: Awareness of a CC	31.4	3.9	10.5	4.1	12.9					
I know what a CC is and I saw this office's CC.	15.0	2.1	2.8	0.4	9.7	47.6	54.0	26.7	10.0	74.7
I know what a CC is but I did NOT see this office's CC	4.0	0.1	0.4	0.3	3.3	12.8	1.3	4.0	6.7	25.3
I learned of the CC only when I saw this office's CC	3.6	0.7	2.2	0.7	-	11.4	18.0	20.7	17.3	-
I do NOT know what a CC is and I did NOT see one in this office	8.9	1.0	5.1	2.7	-	28.2	26.7	48.7	66.0	-
CC2: Visibility of the CC	22.6	2.9	5.4	1.4	12.9					
Easy to see	16.3	2.8	4.0	1.0	8.4	72.0	98.2	74.0	72.5	65.3
Somewhat easy to see	6.0	0.1	1.0	0.4	4.5	26.4	1.8	19.5	27.5	34.7
Difficult to see	0.4	-	0.4	-	-	1.6	-	6.5	-	-
Not visible at all	-	-	-	-	-	-	-	-	-	-
CC3: Assessment of the CC's Usefulness	22.6	2.9	5.4	1.4	12.9					
Helped very much	15.9	2.8	3.7	1.2	8.2	70.6	98.2	68.8	88.2	63.3
Somewhat helped	6.0	0.1	1.0	0.2	4.7	26.6	1.8	19.5	11.7	36.7
Did not help	0.6	-	0.6	-	-	2.8	-	11.7	-	-

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.3 CSM Results at CRS Mamburao

Table 14. Overall Satisfaction by Service Availed, Mamburao: Fourth Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	3.5	0.3	0.2	-	-	-	3.9	96.0
Birth (Copy Issuance)	2.1	0.2	0.2	-	-	-	2.4	93.5
Birth (Authentication)	0.6	-	-	-	-	-	0.6	100.0
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.2	0.0	-	-	-	-	0.3	100.0
Marriage (Authentication)	0.0	-	-	-	-	-	0.0	100.0
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	-	-	-	-	-	-	**
Death (Authentication)	0.0	-	-	-	-	-	0.0	100.0
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.6	0.0	-	-	-	-	0.6	100.0
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 15. Overall Satisfaction by Demographic Characteristics, Mamburao: Fourth Quarter 2024

Demographic Characteristics	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	3.5	0.3	0.2	-	-	-	3.9	96.0
Sex								
Female	2.6	0.2	0.1	-	-	-	2.9	96.4
Male	0.9	0.1	0.1	-	-	-	1.0	95.0
Age								
15-19	0.0	-	-	-	-	-	0.0	100.0
20-24	0.6	0.0	-	-	-	-	0.6	100.0
25-29	0.4	0.1	0.1	-	-	-	0.5	90.5
30-34	0.6	0.1	-	-	-	-	0.7	100.0
35-39	0.4	0.0	-	-	-	-	0.4	100.0
40-44	0.4	0.1	0.0	-	-	-	0.4	94.1
45-49	0.3	-	0.0	-	-	-	0.3	92.3
50-54	0.3	-	-	-	-	-	0.3	100.0
55-59	0.1	-	0.0	-	-	-	0.1	80.0
60 and over	0.3	0.1	0.0	-	-	-	0.3	92.3
Residence								
Residing in the MIMAROPA Region	3.5	0.3	0.2	-	-	-	3.9	96.0
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	0.5	-	0.1	-	-	-	0.5	90.0
Highschool graduate	1.3	0.2	0.1	-	-	-	1.5	96.5
College graduate or higher	1.6	0.1	0.1	-	-	-	1.7	96.9
Not stated	0.2	0.0	-	-	-	-	0.2	100.0
Employment status								
Employed	1.3	0.0	0.0	-	-	-	1.4	98.1
Unemployed	1.6	0.2	0.0	-	-	-	1.8	98.5
Not stated	0.6	0.1	0.1	-	-	-	0.8	86.2
Customer type								
General public	3.0	0.3	0.2	-	-	-	3.4	95.4
Government employees	0.5	-	-	-	-	-	0.5	100.0
Business / organization	-	-	-	-	-	-	-	**

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 16. Overall Satisfaction Rating by Service Quality Dimension, Mamburao: Fourth Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.1
SQD1 (Responsiveness)	3.4	0.3	0.2	-	-	0.0	3.9	95.3
SQD2 (Reliability)	3.6	0.2	-	0.0	-	0.0	3.9	99.3
SQD3 (Access and Facilities)	3.6	0.3	-	-	-	0.0	3.9	100.0
SQD4 (Communication)	3.6	0.2	0.1	-	-	0.1	3.9	98.6
SQD5 (Cost)	3.7	0.2	-	-	-	-	3.9	100.0
SQD6 (Integrity)	3.6	0.3	-	-	-	-	3.9	100.0
SQD7 (Assurance)	3.6	0.3	-	-	-	-	3.9	100.0
SQD8 (Outcome)	3.7	0.2	0.0	-	-	-	3.9	99.3

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Table 17. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Mamburao: Fourth Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								97.6
SQD9A (Clean Surroundings)	3.6	0.2	-	-	-	0.1	3.9	100.0
SQD9B (Clean Restrooms)	2.7	0.3	-	-	-	1.0	3.9	100.0
SQD9C (Safe)	3.6	0.2	-	-	-	0.1	3.9	100.0
SQD9D (Comfortable / Ventilated)	3.5	0.3	-	-	-	0.1	3.9	100.0
SQD9E (Enough Chairs)	3.5	0.3	-	-	-	0.1	3.9	100.0
SQD9F (Lactating Room)	0.3	0.1	0.1	-	-	3.3	3.9	85.7

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.4 CSM Results at CRS Calapan

Table 18. Overall Satisfaction by Service Availed, Calapan: Fourth Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	4.4	5.8	0.2	0.1	-	-	10.5	97.3
Birth (Copy Issuance)	3.4	4.0	0.1	-	-	-	7.4	99.1
Birth (Authentication)	0.1	0.1	-	-	-	-	0.1	100.0
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.5	0.8	0.1	0.1	-	-	1.4	90.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	-	0.1	-	-	-	-	0.1	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.5	0.9	0.1	-	-	-	1.5	95.2
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 19. Overall Satisfaction by Demographic Characteristics, Calapan: Fourth Quarter 2024

Demographic Characteristics	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	4.4	5.8	0.2	0.1	-	-	10.5	97.3
Sex								
Female	2.2	3.4	0.2	0.1	-	-	5.9	95.3
Male	2.2	2.4	-	-	-	-	4.5	100.0
Age								
15-19	0.1	0.1	-	-	-	-	0.2	100.0
20-24	0.8	1.2	0.1	-	-	-	2.0	96.5
25-29	1.3	1.5	0.1	-	-	-	2.9	97.6
30-34	0.7	0.9	-	0.1	-	-	1.7	95.8
35-39	0.1	0.6	-	-	-	-	0.7	100.0
40-44	0.4	0.6	-	-	-	-	0.9	100.0
45-49	0.4	0.4	-	-	-	-	0.8	100.0
50-54	0.4	0.3	0.1	-	-	-	0.7	90.0
55-59	0.1	0.3	-	-	-	-	0.4	100.0
60 and over	0.2	-	-	-	-	-	0.2	100.0
Residence								
Residing in the MIMAROPA Region	4.4	5.8	0.2	0.1	-	-	10.5	97.3
Residing outside the MIMAROPA Region	-	-	-	-	-	-	-	**
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	0.4	0.7	-	-	-	-	1.0	100.0
Highschool graduate	1.5	2.9	0.1	-	-	-	4.5	98.5
College graduate or higher	2.5	2.1	0.1	0.1	-	-	4.8	95.6
Not stated	-	0.1	-	-	-	-	0.1	100.0
Employment status								
Employed	2.2	2.7	0.1	-	-	-	5.0	97.2
Unemployed	2.2	3.1	0.1	0.1	-	-	5.5	97.4
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	3.6	5.2	0.1	0.1	-	-	9.0	97.7
Government employees	0.8	0.4	0.1	-	-	-	1.2	94.1
Business / organization	-	0.3	-	-	-	-	0.3	100.0

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 20. Overall Satisfaction Rating by Service Quality Dimension, Calapan: Fourth Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								97.1
SQD1 (Responsiveness)	2.7	6.8	0.2	0.8	-	-	10.5	90.0
SQD2 (Reliability)	3.7	6.6	0.1	-	-	-	10.5	98.7
SQD3 (Access and Facilities)	3.4	7.1	0.1	-	-	-	10.5	99.3
SQD4 (Communication)	2.9	6.8	0.3	0.4	-	0.1	10.5	93.3
SQD5 (Cost)	3.0	7.2	0.1	0.1	-	0.1	10.5	98.0
SQD6 (Integrity)	4.3	6.2	-	-	-	-	10.5	100.0
SQD7 (Assurance)	4.1	6.3	0.1	-	-	-	10.5	98.7
SQD8 (Outcome)	3.4	6.9	0.1	0.1	-	-	10.5	98.7

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Table 21. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Calapan: Fourth Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.8
SQD9A (Clean Surroundings)	3.9	6.6	-	-	-	-	10.5	100.0
SQD9B (Clean Restrooms)	2.7	6.4	0.1	-	-	1.3	10.5	99.2
SQD9C (Safe)	3.8	6.7	-	-	-	-	10.5	100.0
SQD9D (Comfortable / Ventilated)	4.0	6.4	0.1	-	-	-	10.5	99.3
SQD9E (Enough Chairs)	3.8	6.6	-	-	-	-	10.5	100.0
SQD9F (Lactating Room)	0.8	6.6	-	-	-	3.1	10.5	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.5 CSM Results at CRS Odiongan

Table 22. Overall Satisfaction by Service Availed, Odiongan: Fourth Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	4.1	0.0	-	-	-	-	4.1	100.0
Birth (Copy Issuance)	3.4	-	-	-	-	-	3.4	100.0
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	0.3	-	-	-	-	-	0.3	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.0	-	-	-	-	-	0.0	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	0.4	0.0	-	-	-	-	0.4	100.0
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 23. Overall Satisfaction by Demographic Characteristics, Odiongan: Fourth Quarter 2024

Demographic Characteristics	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	12.8	0.1	0.1	-	-	-	12.9	99.3
Sex								
Female	3.1	0.0	-	-	-	-	3.2	100.0
Male	1.0	-	-	-	-	-	1.0	100.0
Age								
15-19	0.1	-	-	-	-	-	0.1	100.0
20-24	0.5	-	-	-	-	-	0.5	100.0
25-29	0.5	-	-	-	-	-	0.5	100.0
30-34	0.7	-	-	-	-	-	0.7	100.0
35-39	0.4	-	-	-	-	-	0.4	100.0
40-44	0.5	0.0	-	-	-	-	0.5	100.0
45-49	0.4	-	-	-	-	-	0.4	100.0
50-54	0.5	-	-	-	-	-	0.5	100.0
55-59	0.2	-	-	-	-	-	0.2	100.0
60 and over	0.4	-	-	-	-	-	0.4	100.0
Residence								
Residing in the MIMAROPA Region	4.1	0.0	-	-	-	-	4.1	100.0
Residing outside the MIMAROPA Region	0.0	-	-	-	-	-	0.0	100.0
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	0.3	-	-	-	-	-	0.3	100.0
Highschool graduate	2.1	-	-	-	-	-	2.1	100.0
College graduate or higher	1.7	0.0	-	-	-	-	1.7	100.0
Not stated	0.0	-	-	-	-	-	0.0	100.0
Employment status								
Employed	1.2	0.0	-	-	-	-	1.2	100.0
Unemployed	2.9	-	-	-	-	-	2.9	100.0
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	3.8	0.0	-	-	-	-	3.8	100.0
Government employees	0.3	-	-	-	-	-	0.3	100.0
Business / organization	-	-	-	-	-	-	-	**

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 24. Overall Satisfaction Rating by Service Quality Dimension, Odiongan: Fourth Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								100.0
SQD1 (Responsiveness)	4.1	0.0	-	-	-	-	4.1	100.0
SQD2 (Reliability)	4.1	-	-	-	-	-	4.1	100.0
SQD3 (Access and Facilities)	4.1	0.0	-	-	-	-	4.1	100.0
SQD4 (Communication)	4.1	-	-	-	-	-	4.1	100.0
SQD5 (Cost)	4.1	0.0	-	-	-	-	4.1	100.0
SQD6 (Integrity)	4.1	-	-	-	-	-	4.1	100.0
SQD7 (Assurance)	4.1	0.0	-	-	-	-	4.1	100.0
SQD8 (Outcome)	4.1	-	-	-	-	-	4.1	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Table 25. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Odiongan: Fourth Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								97.9
SQD9A (Clean Surroundings)	4.1	-	-	-	-	-	4.1	100.0
SQD9B (Clean Restrooms)	4.1	-	0.0	-	-	-	4.1	99.3
SQD9C (Safe)	4.1	-	-	-	-	-	4.1	100.0
SQD9D (Comfortable / Ventilated)	4.1	0.0	-	-	-	-	4.1	100.0
SQD9E (Enough Chairs)	4.1	0.0	-	-	-	-	4.1	100.0
SQD9F (Lactating Room)	3.2	0.4	0.5	-	-	-	4.1	88.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.6 CSM Results at CRS Puerto Princesa

Table 26. Overall Satisfaction by Service Availed, Puerto Princesa: Fourth Quarter 2024

Service Availed	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
All Services	12.8	0.1	0.1	-	-	-	12.9	99.3
Birth (Copy Issuance)	9.4	-	0.1	-	-	-	9.5	99.1
Birth (Authentication)	-	-	-	-	-	-	-	**
Birth (Viewable online)	-	-	-	-	-	-	-	**
Birth (DocPrint)	-	-	-	-	-	-	-	**
Marriage (Copy Issuance)	1.3	0.1	-	-	-	-	1.4	100.0
Marriage (Authentication)	-	-	-	-	-	-	-	**
Marriage (Viewable online)	-	-	-	-	-	-	-	**
Marriage (DocPrint)	-	-	-	-	-	-	-	**
Death (Copy Issuance)	0.4	-	-	-	-	-	0.4	100.0
Death (Authentication)	-	-	-	-	-	-	-	**
Death (Viewable online)	-	-	-	-	-	-	-	**
Death (DocPrint)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (Certification)	1.6	-	-	-	-	-	1.6	100.0
CENOMAR/CEMAR (Viewable online)	-	-	-	-	-	-	-	**
CENOMAR/CEMAR (DocPrint)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Certification)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (Viewable online)	-	-	-	-	-	-	-	**
CENODEATH/CEDEATH (DocPrint)	-	-	-	-	-	-	-	**
Premium Annotation	-	-	-	-	-	-	-	**

Notes: 1/ No Response cases were excluded in the computation for the rating.

** No reported clients who avail the particular service from any outlets in the MIMAROPA Region.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 27. Overall Satisfaction by Demographic Characteristics, Puerto Princesa: Fourth Quarter 2024

Demographic Characteristics	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Total Respondents	12.8	0.1	0.1	-	-	-	12.9	99.3
Sex								
Female	9.4	0.1	0.1	-	-	-	9.6	99.1
Male	3.4	-	-	-	-	-	3.4	100.0
Age								
15-19	0.4	-	-	-	-	-	0.4	100.0
20-24	3.4	0.1	-	-	-	-	3.5	100.0
25-29	2.3	-	-	-	-	-	2.3	100.0
30-34	1.7	-	-	-	-	-	1.7	100.0
35-39	0.9	-	-	-	-	-	0.9	100.0
40-44	0.9	-	-	-	-	-	0.9	100.0
45-49	0.9	-	-	-	-	-	0.9	100.0
50-54	1.2	-	-	-	-	-	1.2	100.0
55-59	0.6	-	0.1	-	-	-	0.7	87.5
60 and over	0.3	-	-	-	-	-	0.3	100.0
Residence								
Residing in the MIMAROPA Region	12.7	0.1	0.1	-	-	-	12.8	99.3
Residing outside the MIMAROPA Region	0.1	-	-	-	-	-	0.1	100.0
Not stated	-	-	-	-	-	-	-	**
Education								
Elementary graduate	1.0	-	-	-	-	-	1.0	100.0
Highschool graduate	6.6	-	-	-	-	-	6.6	100.0
College graduate or higher	5.1	0.1	0.1	-	-	-	5.3	98.4
Not stated	-	-	-	-	-	-	-	**
Employment status								
Employed	4.1	0.1	-	-	-	-	4.2	100.0
Unemployed	8.6	-	0.1	-	-	-	8.7	99.0
Not stated	-	-	-	-	-	-	-	**
Customer type								
General public	11.4	0.1	0.1	-	-	-	11.6	99.3
Government employees	1.4	-	-	-	-	-	1.4	100.0
Business / organization	-	-	-	-	-	-	-	**

Note: Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.
Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



Table 28. Overall Satisfaction Rating by Service Quality Dimension, Puerto Princesa: Fourth Quarter 2024

Service Quality Dimension	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.7
SQD1 (Responsiveness)	12.0	0.7	0.3	-	-	-	12.9	98.0
SQD2 (Reliability)	12.6	0.3	-	-	-	-	12.9	100.0
SQD3 (Access and Facilities)	12.6	0.3	-	-	-	-	12.9	100.0
SQD4 (Communication)	12.8	0.1	-	-	-	-	12.9	100.0
SQD5 (Cost)	12.8	0.2	-	-	-	-	12.9	100.0
SQD6 (Integrity)	12.9	-	-	-	-	-	12.9	100.0
SQD7 (Assurance)	12.9	-	-	-	-	-	12.9	100.0
SQD8 (Outcome)	12.9	-	-	-	-	-	12.9	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

Table 29. Distribution of Clients by Satisfaction Level on PSA-Specific Category, Puerto Princesa: Fourth Quarter 2024

PSA-Specific Category	Satisfaction Level (in thousands, weighted)						Total Respondents	Satisfaction Rating ^{1/}
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Response		
Overall (Average)								99.8
SQD9A (Clean Surroundings)	12.3	0.6	-	-	-	-	12.9	100.0
SQD9B (Clean Restrooms)	5.3	7.5	0.2	-	-	-	12.9	98.7
SQD9C (Safe)	12.7	0.3	-	-	-	-	12.9	100.0
SQD9D (Comfortable / Ventilated)	12.8	0.1	-	-	-	-	12.9	100.0
SQD9E (Enough Chairs)	12.7	0.3	-	-	-	-	12.9	100.0
SQD9F (Lactating Room)	12.9	-	-	-	-	-	12.9	100.0

Notes: 1/ No Response cases were excluded in the computation for the rating.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Details may not add up to total due to rounding-off of values.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE PHILIPPINE STATISTICS AUTHORITY'S ACTUAL PERFORMANCE.



11.7 Response Rates

Table 30. Response Rate and Number of Transacting Clients by Clients' Availed Services and by Outlet Location, MIMAROPA Region: Fourth Quarter 2024

Services and Outlet Location	Successful Interviews	Number of Samples	Response Rate (%)	Number of Transacting Clients
MIMAROPA Region	600	600	100.0	31,448
Birth (Copy Issuance)	431	431	100.0	22,670
Birth (Authentication)	24	24	100.0	711
Marriage (Copy Issuance)	57	57	100.0	3,341
Marriage (Authentication)	1	1	100.0	26
Death (Copy Issuance)	7	7	100.0	529
Death (Authentication)	1	1	100.0	26
CENOMAR/CEMAR (Certification)	79	79	100.0	4,145
Mamburao	150	150	100.0	3,894
Birth (Copy Issuance)	93	93	100.0	2,414
Birth (Authentication)	22	22	100.0	571
Marriage (Copy Issuance)	10	10	100.0	260
Marriage (Authentication)	1	1	100.0	26
Death (Copy Issuance)	-	-	**	-
Death (Authentication)	1	1	100.0	26
CENOMAR/CEMAR (Certification)	23	23	100.0	597
Calapan	150	150	100.0	10,491
Birth (Copy Issuance)	106	106	100.0	7,413
Birth (Authentication)	2	2	100.0	140
Marriage (Copy Issuance)	20	20	100.0	1,399
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	1	1	100.0	70
Death (Authentication)	-	-	**	-
CENOMAR/CEMAR (Certification)	21	21	100.0	1,469
Odiangan	150	150	100.0	4,132
Birth (Copy Issuance)	122	122	100.0	3,360
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	11	11	100.0	303
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	1	1	100.0	28
Death (Authentication)	-	-	**	-
CENOMAR/CEMAR (Certification)	16	16	100.0	441
Puerto Princesa	150	150	100.0	12,931
Birth (Copy Issuance)	110	110	100.0	9,483
Birth (Authentication)	-	-	**	-
Marriage (Copy Issuance)	16	16	100.0	1,379
Marriage (Authentication)	-	-	**	-
Death (Copy Issuance)	5	5	100.0	431
Death (Authentication)	-	-	**	-
CENOMAR/CEMAR (Certification)	19	19	100.0	1,638

Notes: ** No randomly selected clients who availed this service during this survey round.

Cell with a dash (-) entry means zero, while cells with a zero (0) entry means less than 0.5 of a unit.

Source: Philippine Statistics Authority, MIMAROPA Region, *Fourth Quarter 2024 Client Satisfaction Measurement*